



UNITED STATES EMBASSY OTTAWA, CANADA
P.O. BOX 866, STATION B, OTTAWA, ON, K1P 5T1, CANADA - PHONE: (613) 688-5263, FAX: (613) 688-3055

Location: OTTAWA, CANADA

**COMMUNITY LIASION OFFICE (CLO) ASSISTANT
(SENSITIVE POSITION)**

EXTENDED CLOSING DATE: POSTED UNTIL FILLED

VACANCY NUMBER: 10-55/10-49R

Friday, September 17, 2010

This Vacancy is **Open**

OPEN TO: U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Members of Household (MOHs)

POSITION: Community Liasion Office (CLO) Assistant **Grade:** FP-7

OPENING DATE: Friday, August 20, 2010

CLOSING DATE: Friday, October 01, 2010

WORK HOURS: 30 hours per week

SALARY: FP-7

LENGTH OF HIRE: FMA

NOTE: U.S. CITIZEN ELIGIBLE FAMILY MEMBERS (USEFMS), U.S. CITIZEN MEMBERS OF HOUSEHOLD (MOHS) OF U.S. GOVERNMENT EMPLOYEES ASSIGNED TO THE MISSION UNDER CHIEF OF MISSION AUTHORITY, AS DEFINED ON PAGES THREE AND FOUR, ARE ELIGIBLE FOR CONSIDERATION FOR THIS POSITION.

The U. S. Embassy in OTTAWA is seeking a U.S. Citizen Eligible Family Member (USEFM) for employment in CANADA for the position of Community Liasion Office (CLO) Assistant in the Community Liasion Office (CLO) .

BASIC FUNCTION OF POSITION

The CLO Assistant, working under the supervision of the Community Liaison Coordinator (CLO) provides administrative office support to the CLO, and may occasionally take a leading role on a specific event or project. In the absence of the CLO, the assistant will serve as Acting CLO.

Community Liaison:

The CLO Assistant, through phone contact, e-mail, and face-to-face interaction, provides support and guidance to client(s) on quality of life issues under the broad portfolio of CLO responsibility to include: information and resource management,

welcoming and orientation, community liaison, and events planning.

Jobholder will contribute to the development and provision of pre- and post arrival information/resources to newcomers to ensure successful acclimation to the Mission community and Ottawa.

Working closely with the Community Liaison Officer, the CLO Assistant administers elements of the sponsorship program and assists with welcoming activities to include: planning and executing official post orientation events (e.g. the Official Ambassadorial Orientation Reception; Speaker/Agency presentations; Vendor Services Fair), contributing ideas, and handling logistics.

Jobholder will assist in the planning and execution of departure seminars and reentry workshops for departing employees and family members. This includes coordination with participating offices at post, and compiling current regulation information and policies for departing employees.

Greets and assists visitors with materials available in CLO Office, providing information about the community and CLO programs. CLO Assistant will update information on local/international schools, adult education opportunities, childcare, local organizations, and services as required.

CLO Assistant is responsible for maintaining office supplies and organizing office materials, along with maintaining the CLO travel and resource library by shelving, cataloguing, and updating the books.

Will oversee some Summer Hire projects and the volunteers who assist at various CLO functions.

Will assist in maintaining, updating and expanding information on the CLO web site. This includes updating currently posted information as needed, researching and creating new resource sheets as community needs arise, and removing outdated material as required.

Program Development:

The CLO Assistant has responsibility for Events Planning including developing and managing programs, such as the Volunteer Appreciation Reception, July 5th/Labor Day Picnics, Summer Hire Luncheons, Information Fair, Mission Orientation, Halloween Children's Party, and Holiday Door Decorating Contest, based on guidance from the CLO Coordinator and independent analysis of community demographics and post-specific needs.

Assists in developing new ideas for activities, plans and implements special events, trips and tours (i.e., tours of the embassy, tours of Parliament, and tours of local market.)

Responsible for identifying any new resources that would benefit members of the Mission Community and enhance quality of life at post.

Plans and organizes ongoing activities, such as ones that promote unique contributions from the family members and employees at post for the Embassy Artist Exhibits and Annual Craft Fair.

Assists with coordinated efforts with the Office of Public Affairs on the

Ambassador's Speaker Outreach Program (i.e., Doors Open Ottawa).

Contributes to publication of the Maple Leaf weekly newsletter.

QUALIFICATIONS REQUIRED

NOTE: In the SUBJECT line of the online submission, please indicate the job announcement number and title.

All applicants must address each of the six required qualifications detailed below with specific and comprehensive information supporting each item. Interested candidates for this position MUST submit a Universal Application for Employment as a Locally Employed Staff or Family Member (DS - 174) UAE. The form is available online at <http://ottawa.usembassy.gov/>

Additionally, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Veterans are preference candidates and should identify themselves accordingly on the cover letter AND in the SUBJECT line when submitting electronically.

PLEASE NOTE: In the SUBJECT line of the online submission, please indicate your preference status i.e. USEFM, US Veteran, Permanent Resident, Dual Citizen, and/or Canadian Citizen.

In a situation where additional announcements are published to advertise this position, the job function, required qualifications, and other terms and definitions contained in this official, approved Embassy advertisement shall be used as the controlling document for purposes of screening and selecting qualified candidates.

1. Education: Completion of secondary school is required.

Please submit a copy of the required education credentials with your application.

2. Experience: Minimum of 3 years general office experience to include event coordination, scheduling, editorial work and data entry is required.

3. Language: Level IV (fluent) in reading/writing/speaking English is required.

4. Knowledge: Must have knowledge of the Mission Community and applicable U.S. Department of State policies.

5. Skills and Abilities: Must possess exemplary customer service skills, the ability to work professionally with a wide variety of people, resourcefulness and creativity, time management skills, well honed multi-tasking skills, and knowledge of MS Office Suite including Publisher or similar software.

6. Interpersonal Skills: Must have excellent interpersonal skills using tact, sensitivity and sound judgment when dealing with customers and Embassy personnel.

SELECTION PROCESS

Only U.S. Citizen Eligible Family Members (USEFMs) will be considered for this position. It is essential that the candidate address the required qualifications above in the application.

When equally qualified, U.S. Citizen Eligible Family Members (USEFMs), and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

Candidates for employment are normally hired at the first step of the grade of the position. However, HR Ottawa may consider previous salary history in determining a salary level above Step 1. Documentation must be provided to confirm salary rates above Step 1. For USEFMs, an SF-50 personnel action is required.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently-employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently-employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. Candidates must be able to obtain and hold a SECRET security clearance for this position and pass a medical examination.
7. Testing may be conducted to ensure eligibility levels for specified skills and abilities are met. Overall score ranges for testing through the Brainbench online program are provided under "Definitions" on page 4.

TO APPLY

All applicants must submit a cover letter addressing each of the six required qualifications detailed in the job announcement by identifying them and addressing how the applicant meets each of the qualifications. Please state the Job Announcement number and Job Title in the 'SUBJECT' line of your electronic (e-mail) your submission.

U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Veterans are preference candidates and should identify themselves accordingly on the cover letter and in the 'SUBJECT' line of your electronic submission to expedite the screening process.

Interested applicants for this position MUST submit the following:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174).

The form is available online at <http://ottawa.usembassy.gov/>

PLEASE NOTE: RESUMES WILL NOT BE ACCEPTED. IT IS A REQUIREMENT THAT ALL JOB APPLICATIONS BE SUBMITTED ON THE UAE (DS-174)

2. Candidates who claim U.S. Veterans preference must provide a copy of their

Form

DD-214 (Report of Separation from the Armed Forces of the United States.)

This form must accompany their application.

3. Any other documentation (e.g., education verification (copy of degree), essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

4. SF-50 Personnel Actions which reflect employment status and Highest Previous Rate

(HPR) of salary must be provided by U.S. Citizen Eligible Family Members (USEFMs).

SUBMIT APPLICATION TO: Human Resources Office
American Embassy
P. O. Box: 866
Station: B
Ottawa ON K1P 5T1

You may also e-mail the Applications to:
(ottawahr@state.gov) and Reference Job Announcement number.

POINT OF CONTACT: Robin D. Boucher
Phone: (613) 688-5263

DEFINITIONS

- U.S. Citizen Eligible Family Member (USEFM) - For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see below) at least 18 years of age; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG Agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM3232.2.

II. EFM: An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex Domestic Partner (as defined in (3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, step-children and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including step-parents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including step-sisters and step-brothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

III. Member of Household (MOH) - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

An MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside other Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

IV. Not Ordinarily Resident (NOR) - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

V. Ordinarily Resident (OR) - A Foreign National or U.S. Citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. Citizens, are compensated in accordance with the Local Compensation Package (LCP).

Test Information:

* Proficiency Level Descriptions - Brainbench Standardized Test Score Results
The proficiency levels describe in very general terms what typical examinees know and their capabilities in an applied setting. Score ranges for proficiency levels of skills and abilities as tested through the Brainbench online program are as follows:

NOVICE: 1.00 - 1.50: Demonstrates an understanding of only the most basic concepts contained within this topic. Individual will most likely require formal training or self-study before receiving any assignments in this area.

BASIC: 1.51 - 2.50: Demonstrates an understanding of the fundamental concepts involved with this topic. Knowledge level appears equivalent to that gained through introductory courses. May require supplemental training and close supervision to develop a working knowledge level to be able to perform assignments independently.

PROFICIENT: 2.51 - 3.50: Demonstrates a solid understanding of core concepts within this topic. Appears capable of working on most projects in this area with moderate assistance. May require some initial assistance with advanced concepts.

ADVANCED: 3.51 - 4.50: Demonstrates a clear understanding of many advanced concepts within this topic. Appears capable of mentoring others on most projects in this area.

EXPERT: 4.51 - 5.00: Demonstrates understanding of most advanced concepts within the subject area. Appears capable of mentoring others on the most complex

subjects.

CLOSING DATE FOR THIS POSITION: FRIDAY, OCTOBER 01, 2010

The U.S. Mission in Canada provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

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